

Deborah.Easterling

238561

From: Deborah.Easterling
Sent: Wednesday, August 22, 2012 4:13 PM
To: 'hope.macbride@gmail.com'
Subject: Letter of Protest - Tega Cay Water Service - Docket No. 2012-177-WS

Dear Ms. McBride,

This is to acknowledge receipt of your Letter of Protest faxed to the Public Service Commission on August 22, 2012. I am forwarding your Letter of Protest to our Clerk's Office for processing. Your Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

Public Service Commission of South Carolina
 01 Executive Center Dr., Suite 100
 Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Complaint Form

Print

Date: August 21, 2012

Complainant or Legal Representative Information: * Required Fields

Name * Hope MacBride

Firm (if applicable)

Mailing Address * 2149 Manawa Lane

City, State Zip * Tega Cay, SC 29708

Phone * 803-547-0974

E-mail * hope.macbride@gmail.com

Name of Utility Involved in Complaint: * Tega Cay Water Service

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

☐ Billing Error/Adjustments☐ Deposits and Credit Establishment☐ Wrong Rate☐ Refusal to Connect Service☐ Disconnection of Service☐ Payment Arrangements☐ Water Quality☐ Line Extension Issue☐ Service Issue☐ Meter Issue☒ Other (be specific) Rate Increase - Docket:2012-177-WSHave you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ No Name of ORS Contact:

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Letter of Protest

Public Service Commission of South Carolina

101 Executive Center Dr., Suite 100

Columbia, SC 29210

Phone: 803-896-5100

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Docket: 2012-177-WS

I am writing this letter in protest of yet another rate hike being requested by our water & sewer provider known as Tega Cay Water Service. They give the need to pay for capital improvements as the reasoning for this rate hike. Any private company plans for future capital improvements and day to day maintenance rather than waiting for the product (in this case our water and sewer system) to fall apart from lack of proper maintenance. We in historic Tega Cay have had to live with multiple sewer spills, falling apart pump houses, bad customer service, and pollution of our lake (at times our homes) and high bills for years. All of this in the name of keeping the stockholder happy at the expense of the customer. Now this company wants to raise our rates by 18% for water and almost 40% for sewer. It is outrageous that the customer is asked to pay so dearly for the blatant disregard Tega Cay Water Service has had for the homeowners of Tega Cay over the past years.

Many of the residents of historical Tega Cay are on fixed incomes and rate hikes such as they are asking creates a hardship for everyone but especially those that are struggling to make ends meet.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Vote down of rate hike

STATE OF SOUTH CAROLINA) VERIFICATION

COUNTY OF York)I, Hope MacBride verify that I have read my complaint filed on 08/21/2012
Complainant's Name * Date *and know the contents thereof, and that said contents are true. Hope MacBride
Complainant's Signature *

Internal Use Only

Processed By	Date
H.B.	